



**Converged Telephony Application Project Manager  
(Information Technology Specialist 5)  
Telecommunication Services Division**

**SALARY:** \$60,120 – \$78,900 per year (Range 66)

**OPENS:** May 13, 2010

**CLOSES:** Open until filled

*Candidate evaluation will be ongoing, and applicants are encouraged to submit materials by May 27, 2010, to ensure full consideration. The hiring authority reserves the right and may exercise the option to make a hiring decision at any time during the announcement period.*

**Location:** Olympia, Washington

**Agency Profile**

The Washington State Department of Information Services (DIS) provides quality and reliable computing, telecommunications, and Internet services to state and local agencies, tribal governments, educational institutions, and not-for-profit organizations.

As the technology leader for Washington State, DIS provides innovative services so that government agencies can successfully serve the public. DIS also provides support to the Information Services Board (ISB) and other committees.

**Job Overview**

The Converged Telephony Application Project Manager serves as a professional specialist for converged voice applications with responsibility for customer consulting, project management, voice application development and system and software design, and changes. This position uses extensive technical and business knowledge to analyze, plan for and implement complex, high visibility, converged voice applications projects that have a substantial impact on large government agencies business practices and their relationship with the general public and other customers statewide.

The Converged Telephony Application Project Manager is responsible for designing technical solutions for converged voice services such as Voice over IP (VoIP), Unified Messaging and Unified Communications systems based upon detailed analysis of requirements and specialized technical knowledge of desktop applications, LAN & WAN infrastructure, IP addressing, security architecture and the hardware and software architectures for voice processing systems.

**Qualifications**

A minimum of three years of recent (within the last 5 years) full time experience designing, implementing or controlling Voice over IP telephone systems in an enterprise networked environment with multiple sites. Experience should include demonstrated knowledge of



converged networks and applications such as unified communications, unified messaging, and call center applications.

### **Desired Qualifications**

- Experience designing, or implementing Cisco Voice over IP (VoIP) telephony solutions.
- Experience implementing telephony services and an understanding of project management tools and techniques
- Working knowledge of LAN/WAN infrastructures, data switches and routers, network protocols, IP addressing and network security concepts.
- Experience working with Avaya telephony products is a plus.
- Bachelors Degree in Computer Science or related field

### **Working for DIS**

DIS is an agency on the move. With a talented workforce that has a depth of knowledge and understanding of information technology, DIS provides constructive, reliable and responsive services for all their clients.

DIS offers extensive opportunities for career growth and personal development through workshops, seminars, training and other promotional opportunities.

As one of the top ten places in the country for business and careers (Forbes' Magazine, 2007), and conveniently located at the crossroads of business and leisure, Olympia has become the preferred destination zone for business professionals in the Pacific Northwest.

Olympia is on the Puget Sound and is within easy driving distance of the rugged Olympic National Park, the city of Seattle, Mt. Rainier, Mt. St. Helens, and Pacific Ocean coastal beaches: all offering ample outdoor recreation opportunities. Home to an internationally-recognized educational institution and a vibrant arts scene, Olympia is also the location of the outstanding Farmer's Market, located at the downtown waterfront.

### **Employee Benefits**

The State of Washington offers a comprehensive and competitive package of benefits to match the needs of our diverse workforce.

DIS eligible employees can choose from our outstanding [benefit package](#) including health, dental, life and long-term disability insurance; vacation, sick, military and civil leave; dependent care assistance program; deferred compensation plans; educational benefits program; paid holidays; Commute Trip Reduction Incentives; training; and state retirement plans.

### **Special Notes**

This position is covered by a union security provision. Therefore, as a condition of employment, candidates who are appointed are required to become members of the Washington Federation of State Employees, or pay other representational fees within the first 30 days of employment.



Travel is required both locally and statewide for events in support of outreach activities.

This announcement may be used to fill more than one vacancy.

### **How to Apply**

Please submit a letter of interest with a detailed description of your experience as it pertains to the Qualifications listed. Please include a current resume, [Washington State Application](#) and a minimum of three professional references.

**Please send your application materials via e-mail to [hro@dis.wa.gov](mailto:hro@dis.wa.gov).**

Persons of disability needing assistance in the application process, or those needing this announcement in an alternative format, may call (360) 902-3543 or Telecommunications Device for the Deaf 1-800-833-6388.

### **Applicant Profile Form**

As a separate part of the application process, you are requested to voluntarily complete and return the [Applicant Profile](#) sheet with your completed application. This information will be treated as confidential. This page will be separated from your application and used by authorized personnel only.

*The Department of Information Services is an equal opportunity employer.*